



OFFICE OF THE ILLINOIS STATE TREASURER MICHAEL W. FRERICHs

JOB OPPORTUNITY ANNOUNCEMENT

Job Title: Office Associate
Division: Unclaimed Property
Union: AFSCME
Location: Springfield, Illinois

Overview: The Office Associate is a clerical position responsible for processing claims for Unclaimed Property and conducting all manner of communication needed in order to provide efficient services. It is the goal of this position to facilitate the return of unclaimed property to the rightful owners.

Duties and Responsibilities:

- Serves as initial contact for incoming telephone calls and handles calls as appropriate.
- Translates and interprets information, both orally and in writing, for Spanish speaking clients.
- Completes data entry of new claim information.
- Communicates with co-workers, private citizens or their legal representatives via telephone, written correspondence or in person concerning claim/report status and/or proper completion of claim requirements.
- Researches database for properties for inclusion in claim.
- Receives, processes, and distributes incoming communication as needed, e.g. US mail, certified/express packages, faxes, email and telephone messages.
- Performs clerical functions; including but not limited to filing and letter preparation...
- Reviews and indexes claims to closure.
- Performs other duties as required or assigned which are reasonably related to the duties enumerated above.

Requirements/Qualifications: Requires ability to speak, read and write Spanish fluently, competency with Microsoft Office Products, strong communication and organizational skills and the ability to maintain satisfactory working relationships with all levels of staff and the general public. Familiarity with the Unclaimed Property Act preferred.

Education and Work Experience: Associate's degree desired; two (2) or more years related office experience, and two (2) years independent business experience; OR any equivalent combination of experience and training that provides the required knowledge, skills and abilities to carry out the duties of the position.

Application Process: Send a completed employment application, a letter of interest and resume via email to:
Deputy Chief of Staff for Human Resources & Equal Employment Opportunity

Email: HR@illinoistreasurer.gov

http://www.illinoistreasurer.gov/Office_of_the_Treasurer/Employment_Opportunities

Equal Employment Opportunity Employer • Applicants must be lawfully authorized to work in the United States
Posting Dates: March 14, 2016 – March 31, 2016

State Capitol
Room 219
Springfield, IL 62706
Phone: (217) 782-2211
Fax: (217) 785-2777
TTY: (866) 877-6013

James R. Thompson Center
100 West Randolph Street
Suite 15-600
Chicago, IL 60601
Phone: (312) 814-1700
Fax: (312) 814-5930
TTY: (866) 877-6013

Illinois Business Center
400 West Monroe Street
Suite 401
Springfield, IL 62704
Phone: (217) 782-6540
Fax: (217) 524-3822
TTY: (866) 877-6013

Myers Building
One West Old State Capitol Plaza
Suite 400
Springfield, IL 62701
Phone: (217) 785-6998
Fax: (217) 557-9365
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